



## JOB DESCRIPTION & PERSON SPECIFICATION

Issue Date: August 2021

### DETAILS OF POST

<b>Job Title:</b>	Casual Bar and Venues Staff	
<b>Department:</b>	Venues	
<b>Rate of Pay:</b>	£9.25 per hour	
<b>Hours of work:</b>	When required	<b>Status:</b> Casual
<b>Responsible to:</b>	Civic Centre Manager	
<b>Contacts:</b>	The post holder should expect to have contact with:	
	<ul style="list-style-type: none"><li>➤ Town Council Councillors and employees</li><li>➤ Members of the public</li><li>➤ Community organisations representatives</li><li>➤ Other service users</li></ul>	

### JOB PURPOSE

**The main purpose of the role is to:**

Assist the Civic Centre Manager with the provision of bar services during events and functions and to assist with the setting up and/or packing down of equipment.

**This involves:**

Taking / serving drinks orders, including accepting payments, whilst ensuring the highest standards of professional customer service and cleanliness in a safe working environment.

Working within a team to set up or pack down equipment after an event.

## MAIN DUTIES & RESPONSIBILITIES

- Providing all bar and venue services in a professional manner
- Receiving payment for drinks, through cash and card payments, ensuring all transactions are paid through the till
- Dealing with, and responding to, customer enquiries as part of normal operating procedures
- Maintaining good licensing practice, as directed
- Ensuring hygiene standards within the bar area are kept to the agreed levels
- Clearing glasses from function rooms and operating of dishwasher to ensure that adequate glass stocks are maintained
- Ensuring adequate supplies of drinks are maintained, notifying the duty manager within good time if supplies are running low
- Working, as part of a team, to ensure that equipment is packed away following an event, if necessary, turning around facilities for later functions
- Contributing as directed to Health & Safety records, safety checks and hygiene checks

## GENERAL INFORMATION FOR ALL POSTS

The post holder will, on occasions, be;

- expected to attend additional training and development courses identified as a requirement for furtherance of the position or the post holder's personal development
- requested to attend meetings or events which may fall at evenings or weekends
- expected to undertake any other duties which it would be reasonable for the Town Council to ask as part of the role

The aim of this job description is to show the general purpose and level of responsibility of the post; it sets out the main duties of the post as at the date of issue.

Due to the changing nature of the business, such duties may vary and develop from time to time without changing the general nature of the post or level of responsibility. Such variations are a common occurrence and would not, of themselves, justify the revaluation of a post.

## PERSON SPECIFICATION – CASUAL VENUES STAFF

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Maths and English Level 2</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid</li> <li>• Food Hygiene</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Public facing role</li> <li>• Team work</li> </ul>	<ul style="list-style-type: none"> <li>• Hospitality work</li> <li>• Bar work</li> <li>• Cash handling</li> </ul>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Customer service</li> <li>• Team working</li> <li>• Equal Opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Safety / Food Hygiene</li> <li>• Licensing laws</li> <li>• Financial handling and efficiency</li> </ul>
<b>Skills &amp; Aptitude</b>	<ul style="list-style-type: none"> <li>• Presentable and enthusiastic</li> <li>• Pleasant personality</li> <li>• Trustworthy</li> <li>• Ability to communicate with people of all levels</li> <li>• Organised</li> <li>• Self-starter</li> <li>• Flexible: able to work evenings and weekends</li> </ul>	